

# **Cluster Area: General Supervision**

Missouri

State

July 1, 2001 – June 30, 2002

Reporting Period

**Table 1**  
**Status of Program Performance**

Cluster Area: *General Supervision*

Objective: Effective implementation of the IDEA Part C is ensured through the Division of Special Education 's (LA) development and utilization of mechanisms and activities in a coordinated system that results in all eligible infants and toddlers and their families having available early intervention services (EIS) in the natural environment (NE) appropriate for the child.

Component/Desired Result GS.1: Are EIS for infants and toddlers with disabilities ensured through the State's systems for compliance that is based on the analysis and utilization of data collected from all sources?

**I. Baseline Data/Current Reality:**

Individual SPOE Issues Identified

	<b>SPOE 1</b> St. Charles	<b>SPOE 2</b> St. Louis	<b>SPOE 4</b> Atchison Area	<b>SPOE 5</b> Andrew Area	<b>SPOE 6</b> Platte-Clay-Ray
Provision of Prior Written Notice			X	X	X
Content of Notice				X	
Provision of Services					X
Documentation of members of Multidisciplinary Evaluation Team	X	X			
Application of eligibility criteria, particularly the use of Informed Clinical Opinion for children identified as eligible for services under the category of Developmental Delay.	X	X	X	X	X
Lack of documentation of the basis for the determination of eligibility.	X	X	X	X	X
The 45-day timeline for development of an IFSP from the date of referral was not being met.	X	X	X	X	X
Requirements for conducting a Family Assessment were not clearly understood.	X	X	X	X	X

**II. Activities to Achieve Results:**

- Established a Central Finance Office and Centralized Data system
- Established 26 System Points of Entry – Statewide
- Established a system to credential providers
- Established a CSPD system that includes five standard training modules
  - Orientation to First steps
  - Evaluation and Assessment
  - IFSP Outcomes in Natural Environments
  - Transitions
  - Service Coordination
  - System Point of Entry Training

**III. Evidence of Change/Benchmarks:**

The above activities are all in operation

**IV. Timelines and Resources:**

January 2002: Contract for the CFO

April 2002: Phase I 5 SPOEs implemented in 18 counties

March 2003: Phase II 21 SPOEs implemented in 95 counties

State General Revenue

Part C funds

**V. Explanation and Analysis of Progress (or Slippage):**

New System is implemented; New system requires major changes to the monitoring system to utilize child data system in combination with onsite reviews.

Initial onsite review with Phase I SPOEs conducted in 2002-03.

**VI. Proposed Future Activities to Achieve Results:**

Missouri is currently finalizing monitoring procedures for the Part C program.

The Department of Elementary and Secondary Education will examine policies and procedures regarding evaluation/assessment, eligibility determination, IFSP development, and Part C to B Transition with timelines, to ensure that these are clearly understood and consistently applied by SPOE staff, ongoing Service Coordinators and service providers.

The Department of Elementary and Secondary Education will conduct follow-up monitoring with the Phase I SPOEs within one year of their initial monitoring.

The Department of Elementary and Secondary Education will conduct initial monitoring with the Phase II SPOEs within eight months of their start-up.

Technical Assistance meeting held February 10, 2003 with representatives of The Department of Elementary and Secondary Education and the Phase I SPOEs. Statewide areas of non-compliance concern and methods to resolve those concerns were discussed.

Develop monitoring procedures for the Part C system that will include monitoring of all agencies, institutions and organizations used by the State to carry out its Part C system and that will be effective in identifying and correcting any areas of non-compliance identified through monitoring activities.

Continue contracts with trained individuals to conduct targeted oversight activities regarding areas of non-compliance with SPOEs, independent providers and service coordinators.

E-mail and phone Technical Assistance from Department of Elementary and Secondary Education (DESE) staff regarding questions relating to compliance issues.

DESE First Steps management team will review the following CFO data reports on a monthly basis and, based upon the information from that data, take steps to work with SPOE staff to determine steps that need to be taken to get eligibility determined and IFSP developed with 45 days of a referral: Referral to IFSP report.

Add to Central Finance Office (CFO) Data System reason codes for children in intake status over 45 days.

Incorporate procedures in the Part C monitoring system for reviewing the timely conduct of required Part C to Part B transition activities.

Regular meetings with First Steps and statewide ECSE coalition to discuss Part C to Part B transition issues.

Training and technical assistance activities:

1. Service Coordination Module
2. Training Modules 1-4
3. On-line Practice Manual
4. Process and Forms Training Video
5. Monthly Service Coordination Conference calls
6. Quarterly SPOE meetings

A review of Central Finance Office (CFO) reports [See CE.1 Table, 45-Day Timelines] indicates that the St. Louis SPOE is having the most difficulty among the five Phase I SPOEs in meeting the 45-day timeline for IFSP development from the date of referral. A First Steps Consultant was sent into the SPOE to evaluate possible causes for the delays. As a result, it was determined that the St. Louis SPOE was understaffed and two additional staff will be authorized to help alleviate the problem.

DESE First Steps management team will review the following CFO data reports on a monthly basis and, based upon the information from that data, take steps to work with ongoing service coordinators and Part B Early Childhood staff to ensure that a timely, smooth and effective transition is occurring for eligible three-year-olds:

1. Active ITs
2. Children Exiting the system
3. Monitoring reports
4. Complaint system reports

Transition FAQ and compensatory Services

**VII. Proposed Evidence of Change/Benchmarks:**

Monitoring of SPOEs will continue on a regular basis.

A review of CFO data reports, monitoring reports and complaint system reports indicates that eligible children have IFSPs in place within 45 days of referral, and that eligible children have a smooth and effective transition to Part B services with an IEP in place by their third birthday.

All areas of non-compliance identified during the initial monitoring of Phase I SPOEs will be corrected.

The Department of Elementary and Secondary Education will monitor each Phase II SPOE for compliance with Part C regulations.

All areas of non-compliance identified during the initial monitoring of Phase I SPOEs will be corrected.

Data from the CFO data system, monitoring system and complaint system indicates that all agencies, institutions and organizations used by the State to carry out its Part C system are meeting compliance with all state and federal regulations implementing Part C of the IDEA.

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Data from the CFO data system, monitoring system and complaint system indicates that all agencies, institutions and organizations used by the State to carry out its Part C system have been monitored and that areas of non-compliance have been identified and corrected in a timely manner.

Number of children in intake status over 45 days decreases.

Reasons for exceeding timelines will be due to family initiated delays rather than system delays.

Children are determined eligible for Part B in a timely manner, and if eligible, have an IEP in place prior to their third birthday, or for summer birthday exception children, prior to the beginning of the school year.

Data monitoring and complaint system reports from both Part C and Part B will indicate that eligible children are experiencing a timely, smooth and effective transition from Part C to Part B.

A review of data system reports, monitoring and system complaint data indicates that service coordinators are completing all required activities within timelines and that eligible children have a smooth and effective transition to Part B services with an IEP in place by their third birthday.

A review of CFO data reports will show a decrease in the number of children exceeding the 45-day timeline from referral to IFSP development at the St. Louis SPOE.

A review of data reports indicates that the number of eligible children not receiving a timely, smooth and effective transition to the Part B (ECSE) system decreases.

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**VIII. *Proposed Timelines and Resources:***

January, 2004: DESE staff

October/November 2003: Compliance Staff

October/November 2003: Compliance Staff

October/November 2003: Compliance Staff

July 2004: Central Finance Office reports, monitoring system

July 2004: CFO reports, monitoring system

July 2004: CFO reports, monitoring system

Monthly beginning July 2003: CFO Data System report, DESE First Steps management team

August 2003: Software change, data report

September 2003: Compliance staff

October 2003 and ongoing: DESE staff, compliance staff, Part C and B data reports

1. Ongoing: Proposed Resources (1-6): Center for Innovations in Education, First Steps training coordination contractor, Effective Practices staff, Compliance staff, other DESE staff
2. Ongoing
3. Ongoing
4. July 2003
5. July 2003 and ongoing
6. August 2003 and ongoing

January 2004: CFO data reports, DESE staff

July 2004: CFO data reports, monitoring reports, Complaint system reports, DESE staff

July 2004: CFO data reports, monitoring reports, Complaint system reports, DESE staff

**Indicator GS.1 (a): Do the monitoring instruments and procedures used by the LA identify IDEA compliance?**

**I. Baseline Data/Current Reality:**

*See Monitoring Data under GS.1*

**II. Activities to Achieve Results:**

- Established a Central Finance Office and Centralized Data system
- Established 26 System Points of Entry – Statewide
- Established a system to credential providers
- Established a CSPD system that includes five standard training modules
  - Orientation to First steps
  - Evaluation and Assessment
  - IFSP Outcomes in Natural Environments
  - Transitions
  - Service Coordination
  - System Point of Entry Training

**III. Evidence of Change/Benchmarks:**

The above activities are all in operation

**IV. Timelines and Resources:**

January 2002: Contract for the CFO

April 2002: Phase I 5 SPOEs implemented in 18 counties

March 2003: Phase II 21 SPOEs implemented in 95 counties

State General Revenue

Part C funds

**V. Explanation and Analysis of Progress (or Slippage):**

Initial onsite information provides a baseline for Phase I SPOEs.

**VI. Proposed Future Activities to Achieve Results:**

*See Monitoring Data under GS.1*

**VII. Proposed Evidence of Change/Benchmarks:**

*See Monitoring Data under GS.1*

**VIII. Proposed Timelines and Resources:**

*See Monitoring Data under GS.1*

**Indicator GS.1 (b): Are deficiencies identified through the State's system for ensuring general supervision corrected in a timely manner?**

**I. Baseline Data/Current Reality:**

**Monitoring Summary**

Monitoring/Self-Study DMH/DHSS 1996-1999	Change	Phase 1 Initial Monitoring November, 2002
1. Lack of adequate notices and consents for evaluations and early intervention services	Development of standard forms; training of service coordinators  SPOE staff was trained on the model forms in January and February of 2002.	Compliance Problem SPOEs 4, 5, 6
2. Failure to meet the 45 day timeline for evaluation and IFSP development	Development of vendor-based private service coordination to enhance capacity  SPOE staff was trained on the model forms in January and February of 2002.	Compliance Problem SPOEs 1, 2, 4, 5, 6
3. Lack of written notification of IFSP meetings	Development of standard letter; training of service coordinators  SPOE staff was trained on the model forms in January and February of 2002.	Not a problem
4. Lack of an IFSP document with all required components	Development of standard forms; training of service coordinators  SPOE staff was trained on the model forms in January and February of 2002.	Not a problem
5. Lack of documentation of all early intervention services	Development of standard forms; training of service coordinators  SPOE staff was trained on the model forms in January and February of 2002.	Compliance Problem SPOE 6
6. Lack of documentation for required developmental assessments	Development of standard forms; training of service coordinators  SPOE staff was trained on the model forms in January and February of 2002.	Not a problem
7. Failure to notify the public of confidentiality procedures	DESE to develop public announcement and publish statewide  DESE will conduct.	Not a problem
8. Failure to appropriately apply eligibility criteria	Development of process document/form and development of training module to address this issue.  SPOE staff was trained on the model forms in January and February of 2002.	Compliance Problem SPOEs 1, 2, 4, 5, 6

**II. Activities to Achieve Results:**

- Established a Central Finance Office and Centralized Data system
- Established 26 System Points of Entry – Statewide
- Established a system to credential providers
- Established a CSPD system that includes five standards training modules
  - Orientation to First steps
  - Evaluation and Assessment
  - IFSP Outcomes in Natural Environments
  - Transitions
  - Service Coordination
  - System Point of Entry Training

**III. Evidence of Change/Benchmarks:**

The above activities are all in operation

**IV. Timelines and Resources:**

January 2002: Contract for the CFO

April 2002: Phase I 5 SPOEs implemented in 18 counties

March 2003: Phase II 21 SPOEs implemented in 95 counties

State General Revenue

Part C funds

**V. Explanation and Analysis of Progress (or Slippage):**

Due to system redesign, the agencies monitored during the years 1996-1999 are no longer responsible agencies under the present First Steps system.

**VI. Proposed Future Activities to Achieve Results:**

The responsible components of the present system will be monitored for all areas of deficiency identified in previous monitoring and, if found out of compliance, will be given corrective action plans with follow-up activities.

**VII. Proposed Evidence of Change/Benchmarks:**

Monitoring results will indicate that all areas of deficiency identified in previous monitoring of Part C responsible agencies have been corrected in the new First Steps system.

**VIII. Proposed Timelines and Resources:**

July 2004 - Compliance staff



**Indicator GS.1 (c): Are enforcement actions used when necessary to address persistent deficiencies?**

**I. Baseline Data/Current Reality:**

No sanctions or enforcement actions have been taken against DMH or DHSS (The other state agencies formally responsible for Missouri First Steps). *See page 7, Part C, General Supervision of the Missouri Self-Assessment.*

**II. Activities to Achieve Results:**

Missouri State Plan for Part C revised enforcement procedures section (*See page 40*).

**III. Evidence of Change/Benchmarks:**

Missouri State Plan implemented.

**IV. Timelines and Resources:**

March 24, 2003

**V. Explanation and Analysis of Progress (or Slippage):**

Missouri State Plan implemented for 2002-2003.

**VI. Proposed Future Activities to Achieve Results:**

Implementation of revised monitoring system.

**VII. Proposed Evidence of Change/Benchmarks:**

Enforcement actions will be implemented if persistent deficiencies are found.

**VIII. Proposed Timelines and Resources:**

2003-2004

**Indicator GS.1 (e): Are complaint investigations, mediations, and due process hearings and reviews conducted and corrected in a timely manner?**

**I. Baseline Data/Current Reality:**

Taken from Child Complaint database as of 6/25/03

2001-2002	Child Complaints	Due Process
Filed	3	1
Completed within Timelines	2	-
Withdrawn	1	1

**II. Activities to Achieve Results:**

Internal database developed in the Division of Special Education to assist with managing the data.

**III. Evidence of Change/Benchmarks:**

Database in operation

**IV. Timelines and Resources:**

2001-2002 Compliance Section

**V. Explanation and Analysis of Progress (or Slippage):**

Child Complaint and Due Process have been limited under Part C

Improved data reporting

**VI. Proposed Future Activities to Achieve Results:**

Data will be included in monitoring activities

**VII. Proposed Evidence of Change/Benchmarks:**

Data included in revised monitoring system

**VIII. Proposed Timelines and Resources:**

2003-2004 Implementation of revised monitoring system

**Indicator GS.1 (f): Are parents and eligible youth with disabilities aware of and have access to their right to effective systems for parent and child protections?**

**I. Baseline Data/Current Reality:**

*See page 3, Part C General Supervision of the Missouri Self-Assessment*

**II. Activities to Achieve Results:**

- Established a Central Finance Office and Centralized Data system
- Established 26 System Points of Entry – Statewide
- Established a system to credential providers
- Established a CSPD system that includes five standard training modules
  - Orientation to First steps
  - Evaluation and Assessment
  - IFSP Outcomes in Natural Environments
  - Transitions
  - Service Coordination
  - System Point of Entry Training
- Internal Child Complaint and Due Process databases developed in the Division of Special Education to assist with managing the data.

**III. Evidence of Change/Benchmarks:**

The above activities are all in operation

**IV. Timelines and Resources:**

January 2002: Contract for the CFO

April 2002: Phase I 5 SPOEs implemented in 18 counties

March 2003: Phase II 21 SPOEs implemented in 95 counties

State General Revenue

Part C funds

**V. Explanation and Analysis of Progress (or Slippage):**

None at this time.

**VI. Proposed Future Activities to Achieve Results:**

Data from the Child Complaint and Due Process data systems will be analyzed and incorporated into the revised monitoring system.

**VII. Proposed Evidence of Change/Benchmarks:**

Data will continue to show that parents are aware of and have access to their rights.

**VIII. Proposed Timelines and Resources:**

Ongoing: Compliance Section

**Component/Desired Result GS.2: Are child find and appropriate and timely services ensured through interagency agreements and assignment of fiscal responsibility?**

**I. Baseline Data/Current Reality:**

**Child Find**

- Responsibilities for Child Find and referral to the Part C system for Missouri State agencies are included in Missouri Regulations for Part B (page 11), Part C (page 20) and Interagency Agreements with the Departments of Mental Health (DMH), Health (DHSS) and Social Services (DSS). These regulations and agreement assure the timely referral of infants and toddlers with suspected disabilities to Missouri's Part C system for eligibility determination.

**Provision of Services**

- Intake Service Coordination is provided through contracts with the Lead Agency. Through a system of 26 System Points of Entry (SPOEs), intake service coordinators accept referrals and coordinate the evaluation process to determine eligibility for the Part C system.
- DMH, through the interagency agreement, funds ongoing Service Coordination for up to 2300 eligible infants and toddlers. Service coordination for all other eligible infants and toddlers is provided via independent service coordinators who have contractual agreements with the lead agency. All service coordinators are enrolled with the Central Finance Office and are listed on the State's Provider Matrix, which allows families to select their ongoing service coordinator. These systems of service coordination provide choice for families as well as the timely selection of service coordinators by families.
- Qualified personnel who are under contract with DESE provide all other early intervention services required by Part C. These providers bill the Central Finance Office (CFO). The CFO in turn, bills Department of Social Services (Medicaid) who reimburses the CFO per the interagency agreement between DMS and DESE.

**Fiscal Responsibility**

- DMH funds Service Coordination for 2300 children.
- DSS provides Medicaid reimbursement for eligible early intervention services and administrative work completed by the SPOEs.
- DESE received in the 2003 legislative session, a one time 1.4 million core transfer of State General Revenue from the Departments of Mental Health and Health for early intervention services. This core transfer will be used along with other General Revenue Appropriations received by DESE to fund early intervention services via the CFO.

**II. Activities to Achieve Results:**

- Established a Central Finance Office and Centralized Data system
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- Established a CSPD system that includes five standard training modules
  - Orientation to First steps
  - Evaluation and Assessment
  - IFSP Outcomes in Natural Environments
  - Transitions
  - Service Coordination
  - System Point of Entry Training

**III. Evidence of Change/Benchmarks:**

The above activities are all in operation

**IV. Timelines and Resources:**

January 2002: Contract for the CFO

April 2002: Phase I 5 SPOEs implemented in 18 counties

March 2003: Phase II 21 SPOEs implemented in 95 counties

State General Revenue

Part C funds

**V. Explanation and Analysis of Progress (or Slippage):**

Interagency agreements are being revised consistent with Statewide implementation of the new First Steps system.

**VI. *Proposed Future Activities to Achieve Results:***

1. Meet with DMH to revise interagency agreement.
2. Meet with DHSS to revise interagency agreement.
3. Meet with DMS to revise interagency agreement.

**VII. *Proposed Evidence of Change/Benchmarks:***

Updated agreements with all three agencies.

**VIII. *Proposed Timelines and Resources:***

2003-2004: Compliance

**Component/Desired Results GS.5: Do appropriately trained public and private providers, administrators, teachers, paraprofessionals and related service personnel provide service to infants and toddlers with disabilities and their families?**

**I. Baseline Data/Current Reality:**

October 2002 data: Providers of Special Education Services by Service Type and Caseload

Service Provider Type	Number of Services Received	Number of Enrolled Providers	Average Caseload
ABA	55	44	1.25
Assistive Technology Providers	595	73	8.15
Audiologist	109	11	9.91
Interpreters (Bilingual and Sign)	20	12	1.67
Nurses	21	13	1.62
Nutritionists	274	7	39.14
Occupational Therapists	1,858	276	6.73
Orientation and Mobility Specialists	0	2	0.00
Paraprofessionals	0	4	0.00
Parent Advisors for Child with Sensory Impairment	10	4	2.50
Physical Therapists	1,869	218	8.57
Physicians and Pediatricians	1	2	0.50
Psychologists	0	6	0.00
Service Coordination	1,166	62	18.81
Social Workers	84	15	5.60
Special Instruction	1,330	143	9.30
Speech and Language Pathologists	2,640	330	8.00
Total	10,032	1,222	8.21

June 1, 2003 data: Providers of Special Education Services by Service Type and Caseload

Service Provider Type	Number of Services Received	Number of Enrolled Providers	Average Caseload
ABA	291	216	1.35
Assistive Technology Providers	674	105	6.42
Audiologist	124	22	5.64
Interpreters (Bilingual and Sign)	57	22	2.59
Nurses	90	32	2.81
Nutritionists	275	10	27.50
Occupational Therapists	3,197	489	6.54
Orientation and Mobility Specialists	0	2	0.00
Paraprofessionals	0	31	0.00
Parent Advisors for Child with Sensory Impairment	0	7	0.00
Physical Therapists	2,951	425	6.94
Physicians and Pediatricians	0	2	0.00
Psychologists	12	4	3.00
Service Coordination	3,677	227	16.20
Social Workers	73	20	3.65
Special Instruction	2234	272	8.21
Speech and Language Pathologists	3,878	608	6.38
Total	15,008	2,494	6.02

**II. Activities to Achieve Results:**

Missouri will continue to enroll those providers who meet the personnel standards as outlined in the Personnel Guide for the Early Intervention Credential. These enrolled providers are the only professionals who can be authorized to perform evaluation and assessments for First Steps.

**III. Evidence of Change/Benchmarks:**

Providers were previously enrolled through DMH and DHSS

**IV. Timelines and Resources:**

Missouri began enrolling appropriate, qualified personnel through a Central Finance Office (CFO) in January 2002.

**V. Explanation and Analysis of Progress (or Slippage):**

Increase is due to statewide implementation of new system

**VI. *Proposed Future Activities to Achieve Results:***

Provider recruitment activities will continue to ensure that there are sufficient numbers of qualified personnel to perform evaluation and assessments in a timely manner. Utilize data reports for targeted provider recruitment activities in specific areas of the state:

1. Specialty by SPOE by County
2. State Map of PT/OT/Speech Providers

Incorporate into the data system reasons for exceeding timelines on initial evaluation and assessment due to lack of providers.

**VII. *Proposed Evidence of Change/Benchmarks:***

Review of data system authorizations, monitoring results and complaint system data indicates that only qualified, enrolled providers are conducting evaluations and assessments.

Review of data reports, monitoring results and complaint system data indicates that children are receiving evaluations and assessments in a timely manner.

Data indicates that the reason for exceeding the 45-day timeline due to lack of provider decreases.

**VIII. *Proposed Timelines and Resources:***

Ongoing: Division of Special Education staff and Central Finance

Office Ongoing: Data reports, Division of Special Education staff and First Steps Facilitators.

September 2003: Central Finance Office software change and Division of Special Education staff.



**Other Indicators: GS.6 Impact of any Personnel Shortages on Provision of Early Intervention**

**I. Baseline Data/Current Reality:**

See data reported on GS.5

Current data system does not allow for determination of reasons when 45-day timeline is not met.

**II. Activities to Achieve Results:**

- Established a Central Finance Office and Centralized Data system
- Established 26 System Points of Entry – Statewide
- Established a system to credential providers
- Established a CSPD system that includes five standard training modules
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  - Evaluation and Assessment
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  - System Point of Entry Training

**III. Evidence of Change/Benchmarks:**

The above activities are all in operation

**IV. Timelines and Resources:**

January 2002: Contract for the CFO

April 2002: Phase I 5 SPOEs implemented in 18 counties

March 2003: Phase II 21 SPOEs implemented in 95 counties

State General Revenue

Part C funds

**V. Explanation and Analysis of Progress (or Slippage):**

Providers now enroll with the Central Finance Office (CFO).

**VI. *Proposed Future Activities to Achieve Results:***

The Division of Special Education will monitor the availability of qualified personnel for the delivery of IFSP services through several methods:

- Specialty by SPOE by County report
- State Map of PT/OT/Speech Providers report
- State Map of Service Coordinators report
- On-line Service Provider Matrix
- Contacts with SPOEs and First Steps Facilitators
- Child Complaint Findings

The Division of Special Education, in cooperation with the First Steps Facilitators and SPOEs, will actively recruit qualified personnel in counties or regions of the state where personnel shortages have been identified.

Incorporate into the data system reasons for exceeding timelines on initial evaluation and assessment due to lack of provider.

Add to data systems reasons for exceeding 45-day timeline.

Monitoring procedures will incorporate the review of SPOE data to determine the extent to which the 45-day timeline from referral to initial IFSP is not being met.

Monitoring procedures will incorporate the review of timely provision of appropriate early intervention services specified in the IFSP.

Training and technical assistance will continue to be provided through several methods about the First Steps process and timelines.

- Module Training
- Practice Manual
- Process and Forms Video
- Service Coordination conference calls

The Division of Special Education will make available to all providers written clarification on the topics of waiting lists for services and compensatory services.

**VII. *Proposed Evidence of Change/Benchmarks:***

Review of data system reports, monitoring and system complaint data indicates that there are sufficient numbers of qualified personnel to deliver IFSP services in a timely manner. Service coordinators, SPOEs and families report that qualified personnel are providing IFSPs services in a timely manner.

The number of calls to the Division of Special Education regarding shortages of providers decreases, as recorded by the compliance phone call tracking system.

Implementation of recruitment activities results in the enrollment of targeted providers in specific areas of the state.

Data indicates that the reason for exceeding the 45-day timeline due to lack of provider decreases.

Review of data reports, monitoring results and complaint system data indicates that children are receiving evaluations and assessments in a timely manner.

Review of data reports, monitoring results and complaint system data indicates that children are receiving appropriate IFSP services in a timely manner.

The number of First Steps credentialed providers increases and the number of children not receiving timely evaluation, assessment and IFSP services decreases.

Children will not have to wait for IFSP services due to a lack of provider and compensatory services will be offered to families when appropriate.

**VIII. *Proposed Timelines and Resources:***

Ongoing: Data Reports, Division of Special Education staff, First Steps Facilitators, SPOEs

Ongoing: Effective Practices staff, First Steps Facilitators, SPOEs, provider recruitment materials, provider enrollment materials

September 2003: Central Finance Office software change, Division of Special Education staff

April 2004: Compliance staff, Compliance Monitoring System (CMS) data reports

April 2004: Compliance staff, Compliance Monitoring System (CMS), data reports

Ongoing: First Steps Module Training, First Steps Practice Manual, First Steps Process and Forms Video, Division of Special Education staff, data reports

July 2003: Compliance staff